

# CONTENTS

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## SURVEY METHODOLOGY AND GOALS

### Process

- *Field survey*: Random sampling of POs/Detectives through Lieutenants at outdoor range conducted May 14-17, 2002
- *First responder survey*: Eight visits to the morning roll calls at the 1<sup>st</sup>, 6<sup>th</sup>, 7<sup>th</sup>, 9<sup>th</sup>, 13<sup>th</sup>, TCD, Midtown South, and the Manhattan South Task Force
- *SOD survey*: Additional surveys administered to ESU, Aviation, and Harbor
- 746 total surveys

### Contents

- Survey constructed to target 7 critical areas
  - Background information
  - Operational command
  - Deployment
  - Communications
  - Equipment
  - Training
  - Planning

### Objectives

- Acquire a better understanding of the location and movement of the force throughout the day of 9/11
- Support or call into question anecdotal evidence collected from interviews of higher ranking MOs
- Incorporate opinions of larger segment of NYPD into final report

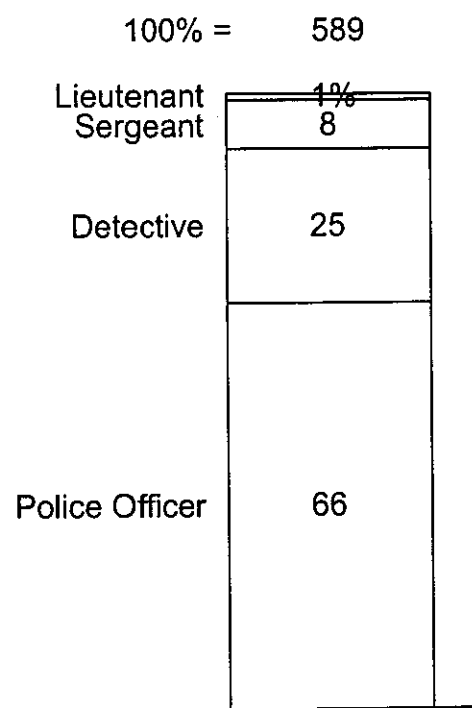
Note: This appendix primarily includes results from the field survey, which had 594 respondents. We have noted significant differences in the first responder and SOD surveys where they exist.

# BACKGROUND INFORMATION

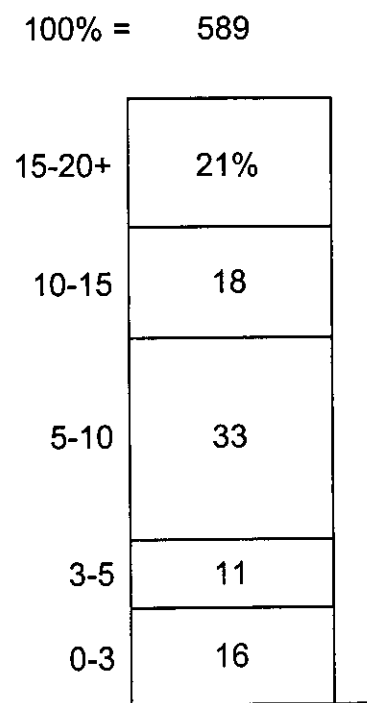
Percent, number of respondents

## SURVEY DEMOGRAPHICS

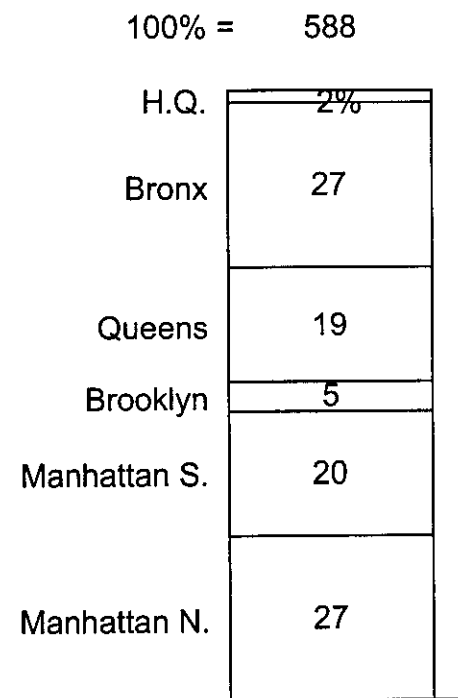
### Respondent rank



### Years on force



### Borough assignment on 9/11\*



\* Staten Island less than 0.1%

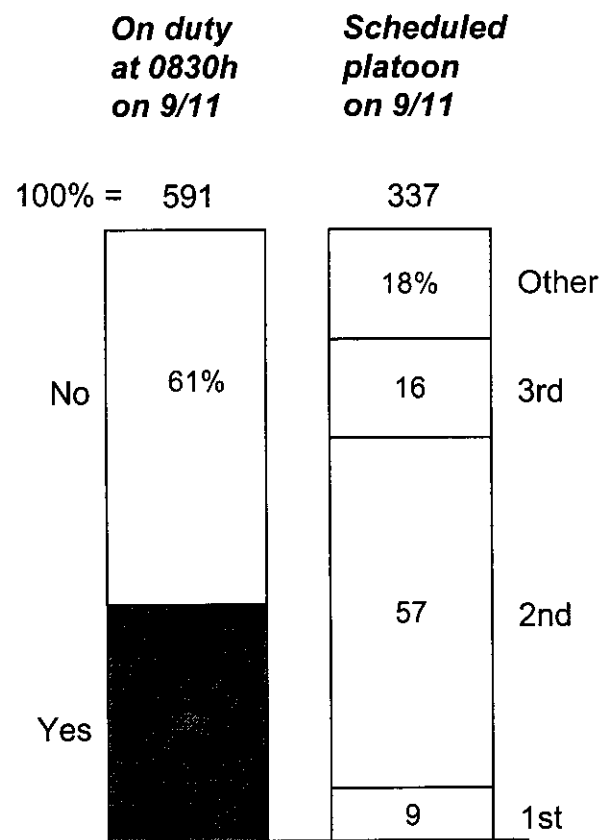
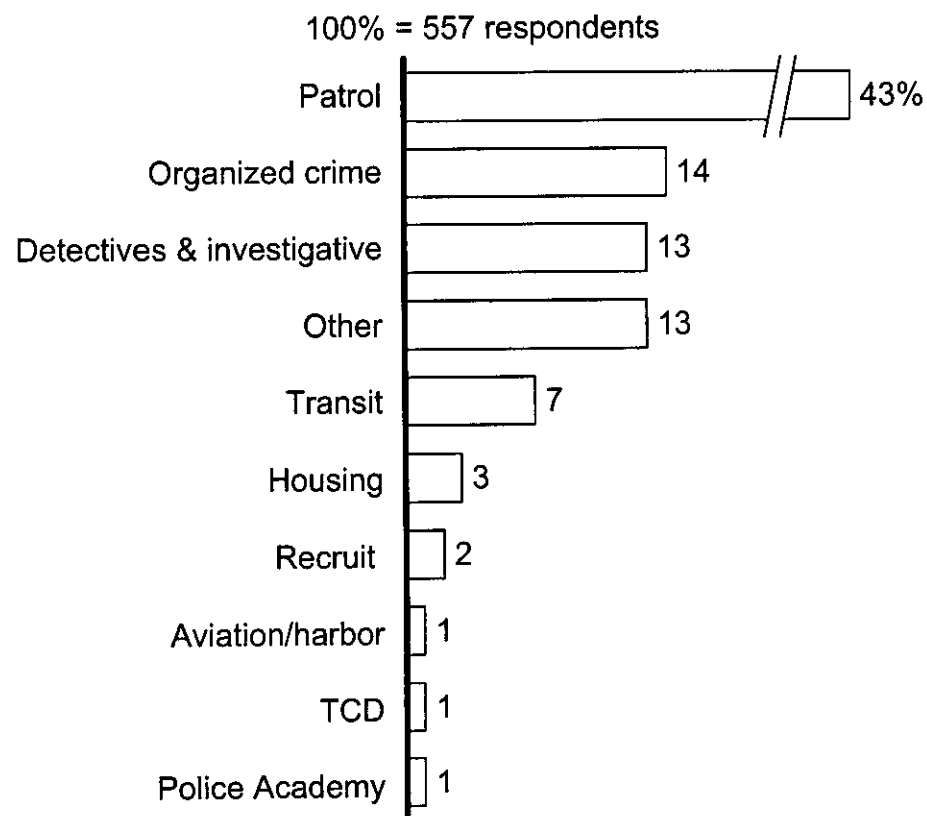
Source: NYPD Field Survey

# BUREAU AND COMMAND ASSIGNMENTS ON 9/11

Percent, number of respondents

SURVEY  
DEMOGRAPHICS

## Bureau assignments

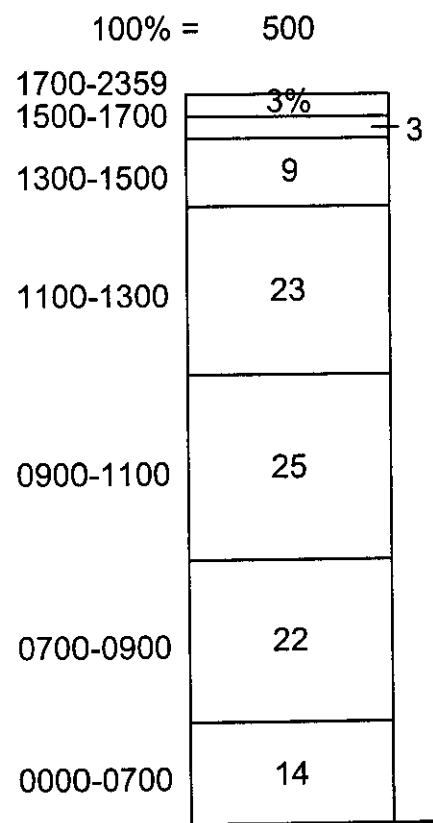


# TOUR DURATIONS ON 9/11

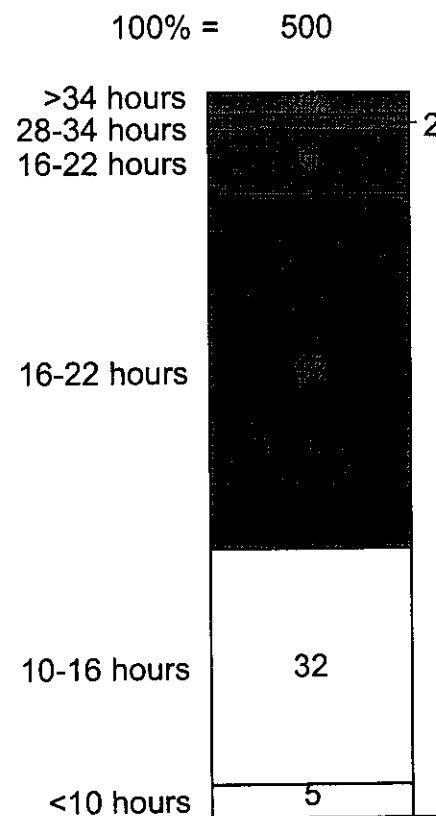
Percent, number of respondents

SURVEY  
DEMOGRAPHICS

*"When did you start  
working on 9/11"*



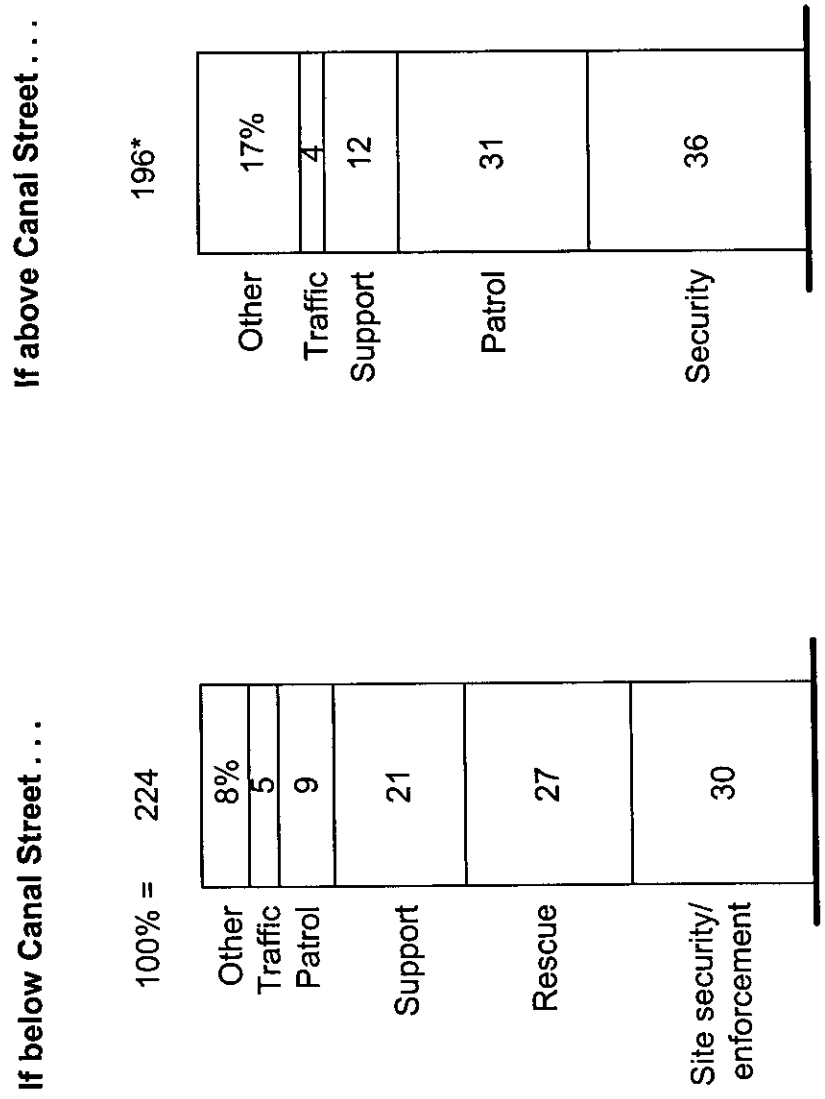
*Tour duration on 9/11*



- Average tour length on 9/11 was 18 hours, with 62% working at least 16 hours
- Lengthy tours continued for months in many cases following the attack

# PRIMARY ROLE ON 9/11

Percent, number of respondents



\* Note: Response taken from surveys indicating individual was below/above Canal Street from demographics section of survey

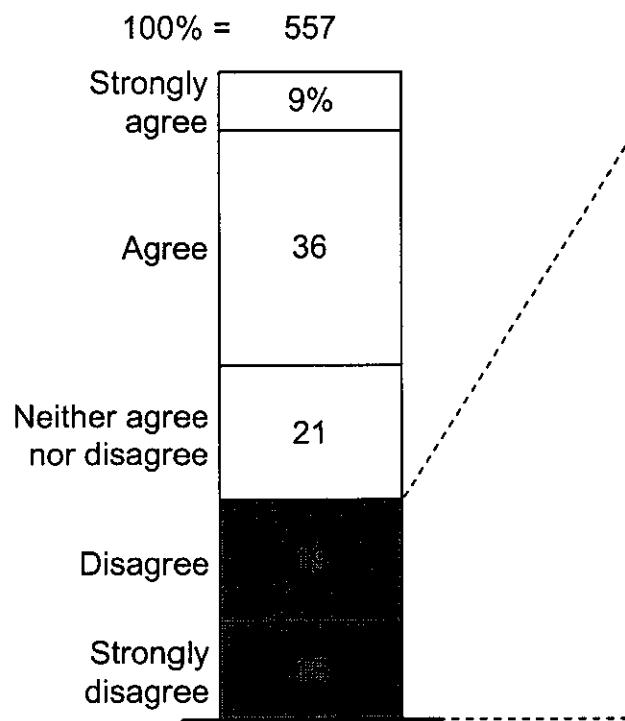
Source: NYPD Field Survey

# ROLES ON 9/11

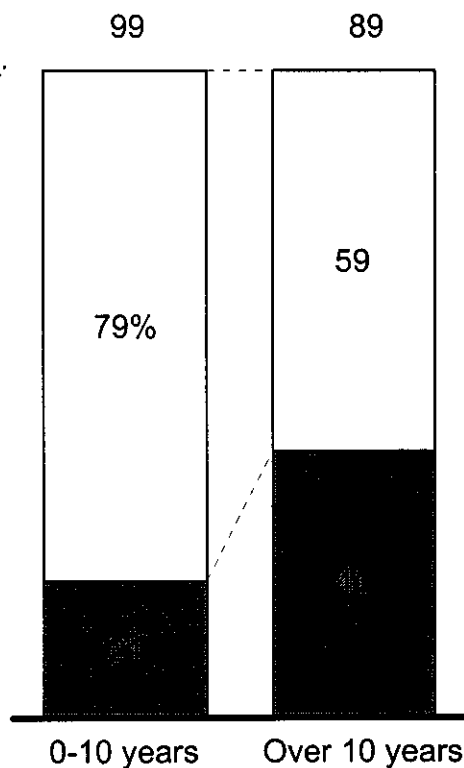
Percent, number of respondents

OPERATIONAL COMMAND

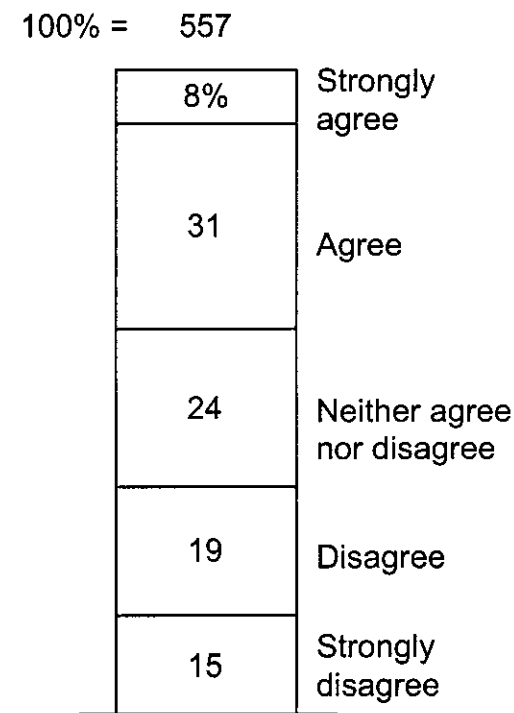
*"I received clear instructions regarding my role on 9/11"*



*Tenure of respondents answering "Disagree" or "Strongly disagree"*



*"I think that my role on 9/11 was appropriate, given my training, experience, and the nature of the crisis"*

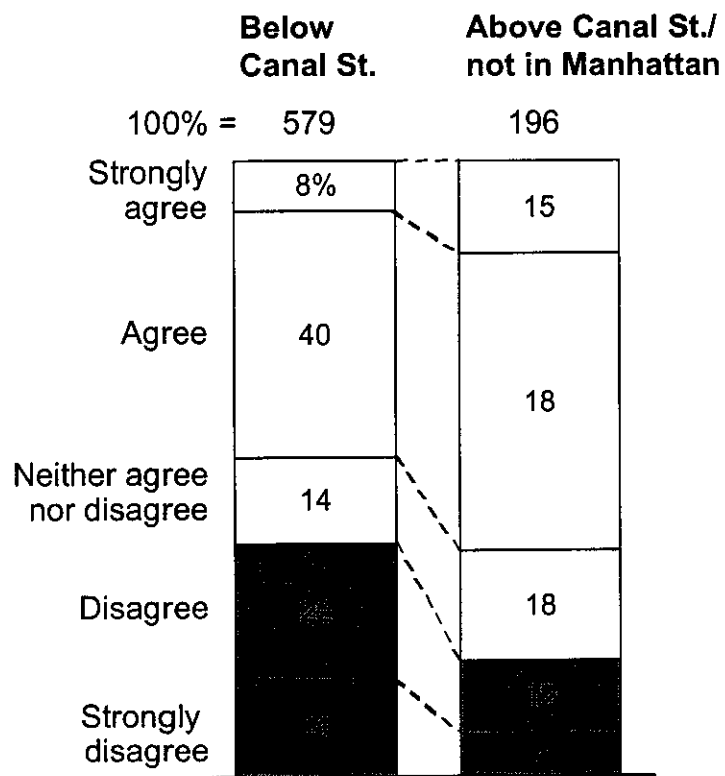


# RESPONDENTS BELIEVE SUPERVISION WAS POORER IN THE DISASTER VICINITY THAN ELSEWHERE

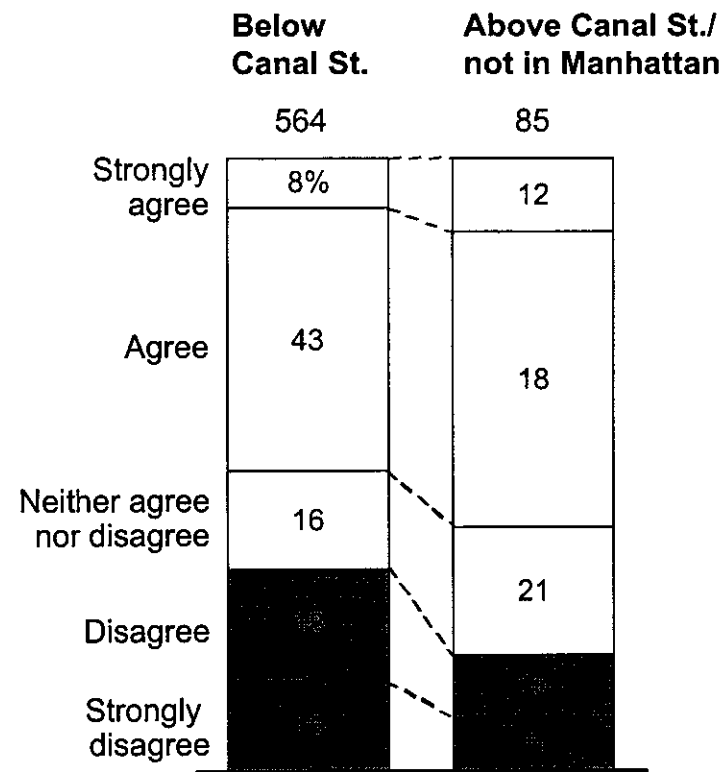
OPERATIONAL COMMAND

Percent, number of respondents

*"I was clear about who I was reporting to  
on 9/11"*



*"I felt that my supervisor knew my location  
and role on 9/11"*

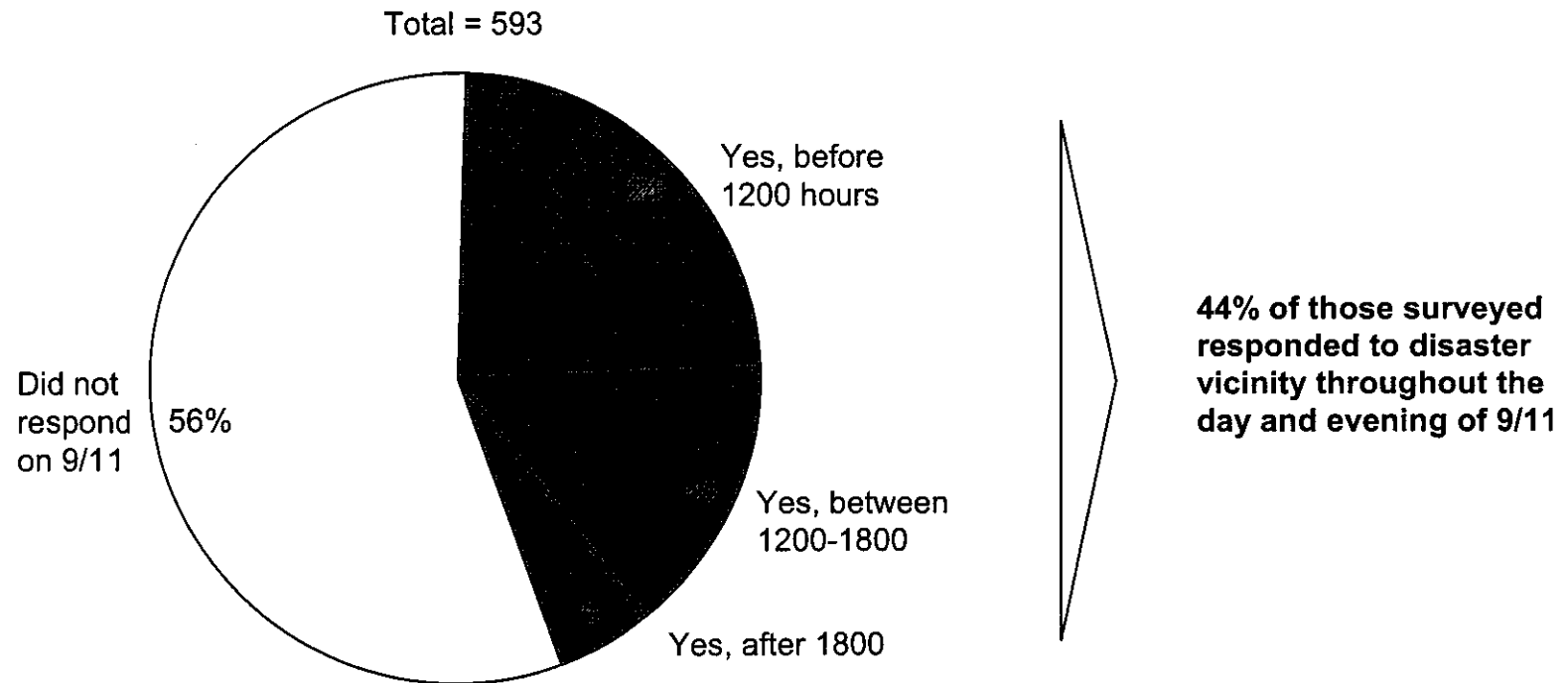




## RESPONDERS TO DISASTER SITE ON 9/11

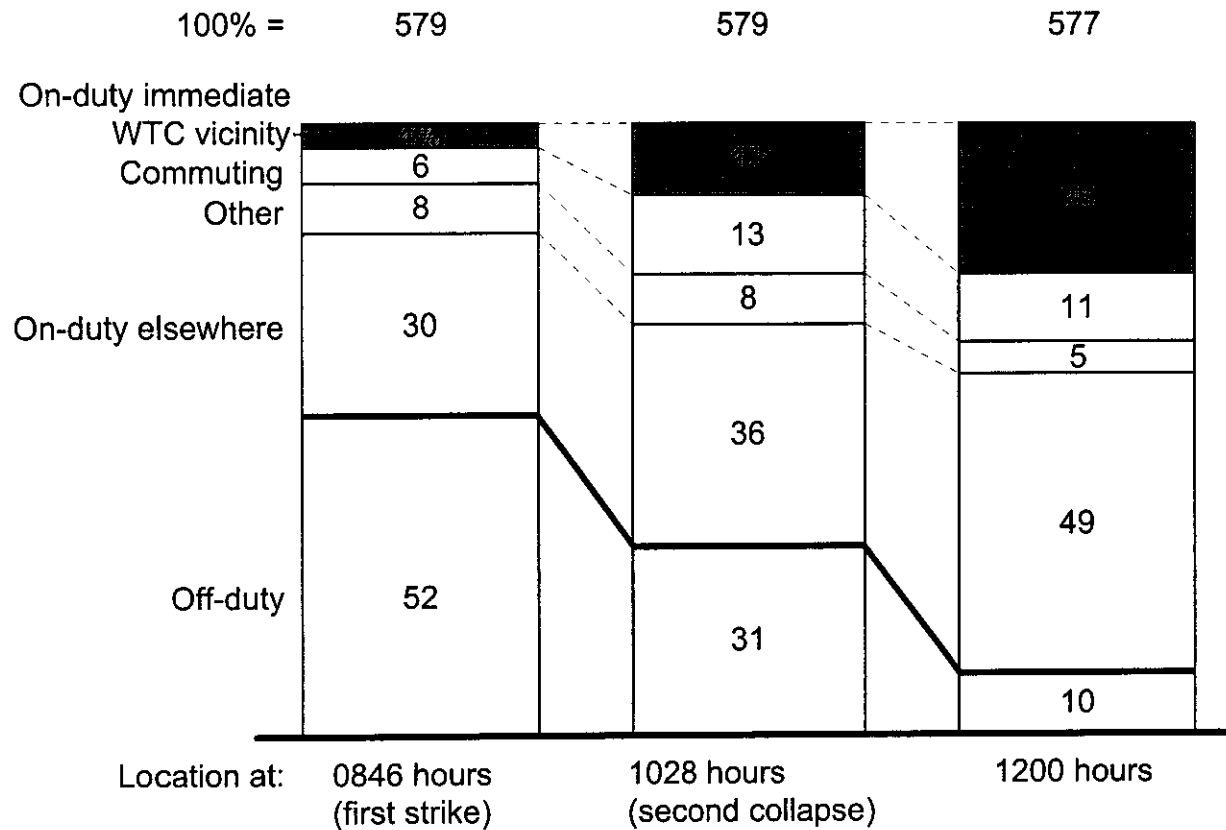
Percent, number of respondents

*"I responded to Manhattan south of Canal Street on 9/11"*



# TRACKING LOCATION OF NYPD PERSONNEL ON 9/11

Percent, number of respondents

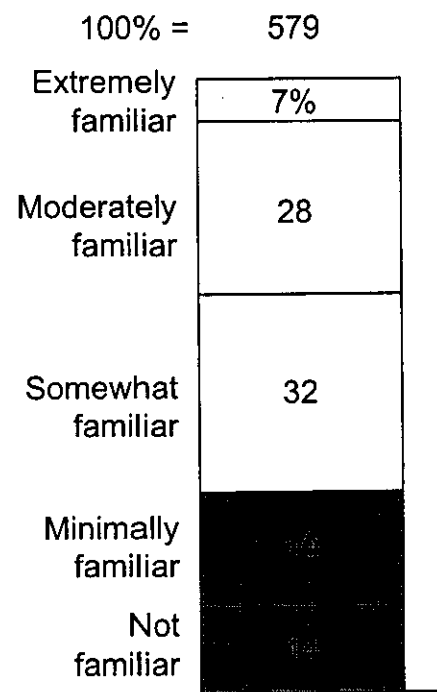


- By 1200 hours, 90% of personnel were on-duty or commuting to work
- The equivalent of about one full tour worked in the disaster vicinity

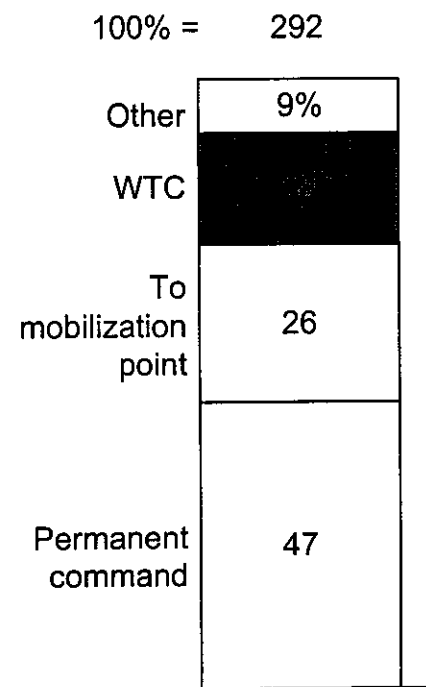
# ON-DUTY MOBILIZATION

Percent, number of respondents

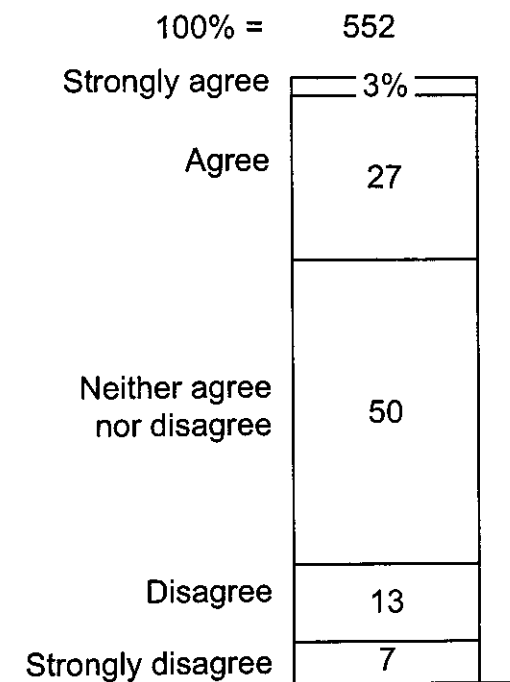
***“How familiar are you with NYPD on-duty mobilization plans?”***



***“If you were part of the on-duty, Level 4 mobilization, where did you respond?”***



***“I felt that on-duty mobilization guidelines were followed well on 9/11”***



• First responders = 64%

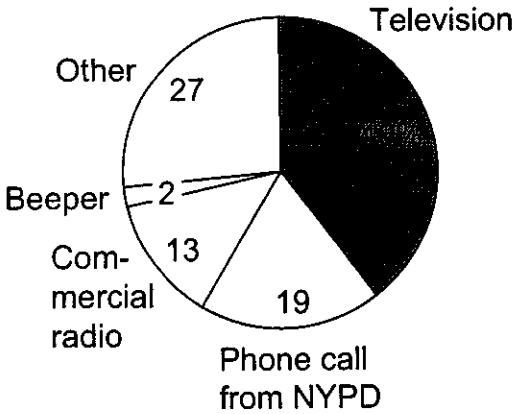
Source: NYPD Field Survey

# OFF-DUTY MOBILIZATION ON 9/11

Percent, number of respondents

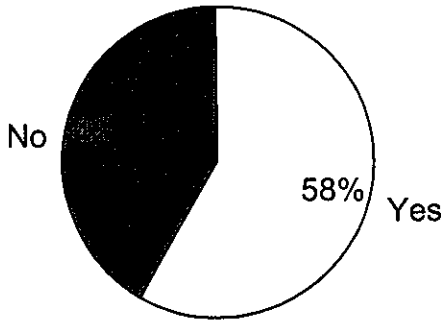
*How were you first informed about the off-duty mobilization?*

100% = 433



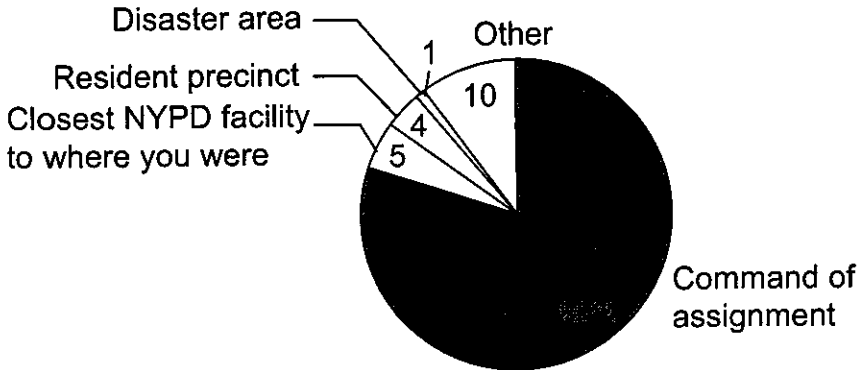
*Were you clear where to report for the off-duty mobilization?*

100% = 449



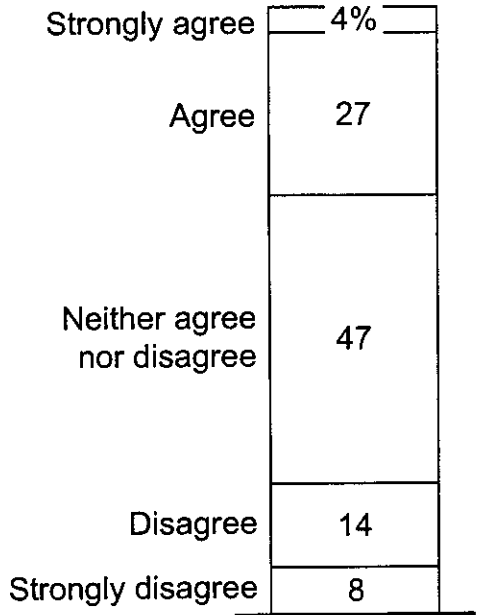
*If you responded to the off-duty mobilization, where did you report for duty?*

100% = 343



*"I felt that off-duty mobilization guidelines were followed well on 9/11"*

100% = 507

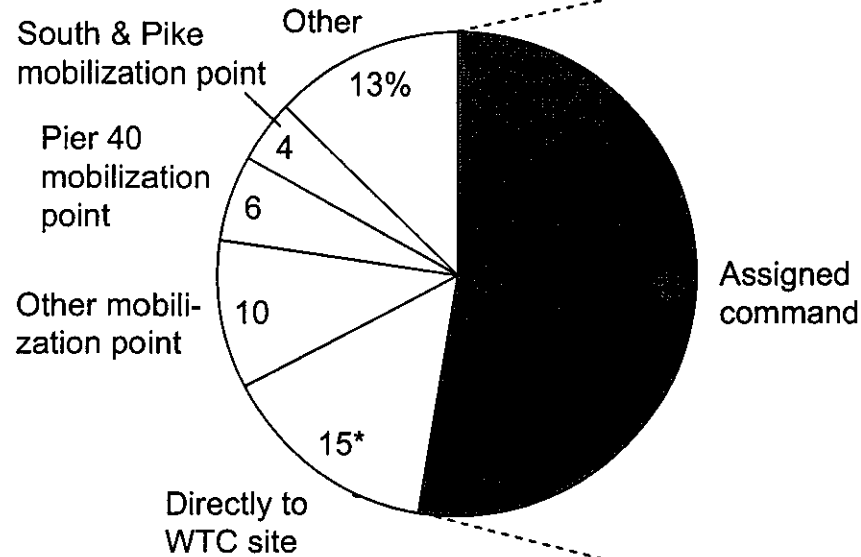


# ASSIGNMENTS ON 9/11

Percent, number of respondents

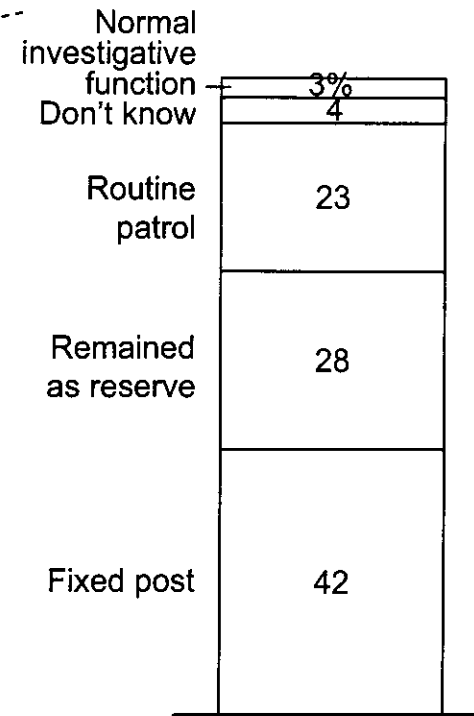
*Once you reported for duty,  
where were you assigned?*

100% = 414



*If you remained at assigned command,  
what was your primary duty?*

100% = 196



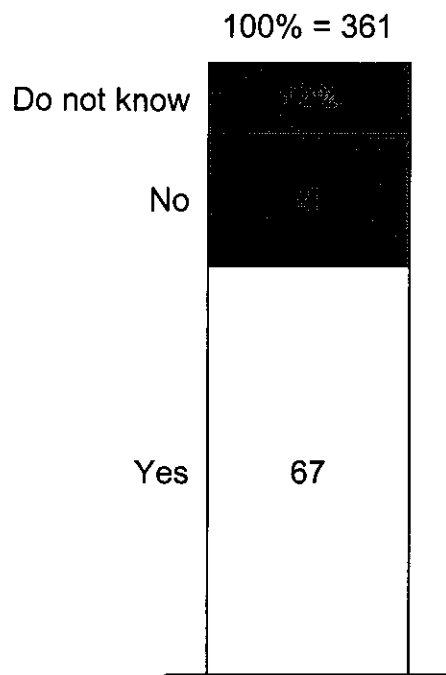
\* First responders = 41%

Source: NYPD Field Survey

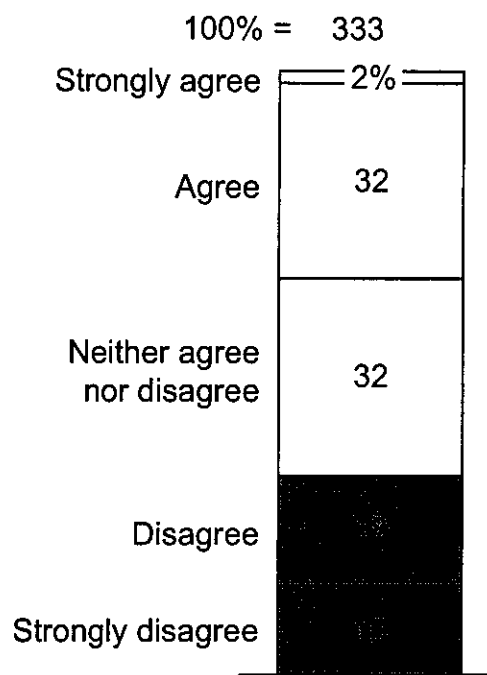
**MOBILIZATION ON 9/11**

Percent

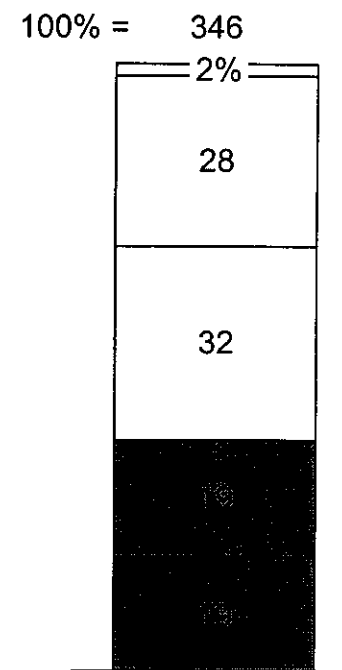
***"Once at a mobilization point, were you assigned to a specific supervisor and carried on his/her roster?"***



***"I was clear about which mobilization point I was assigned"***



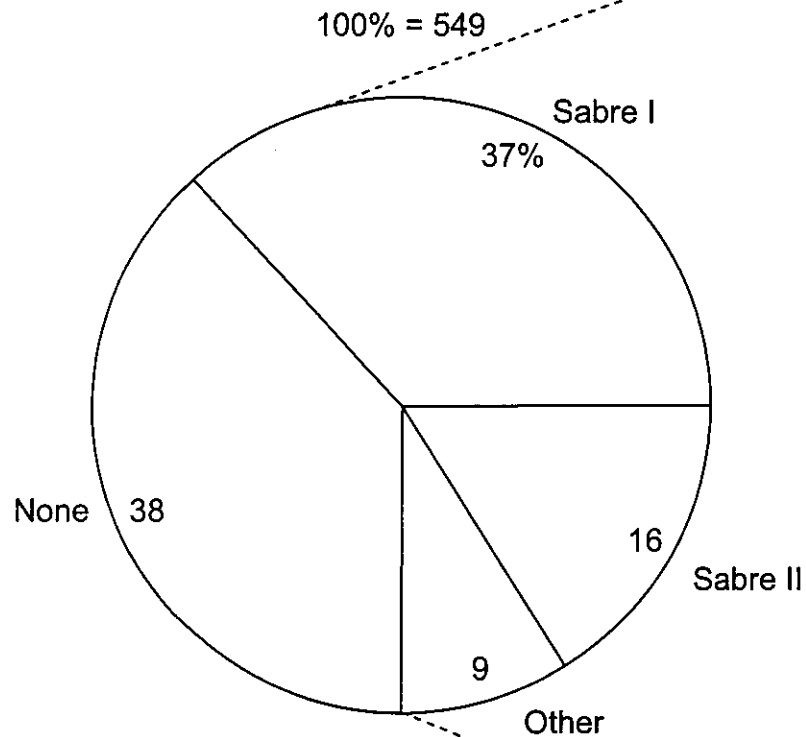
***"I was given a clear location and route to my mobilization point"***



# COMMUNICATION ON 9/11

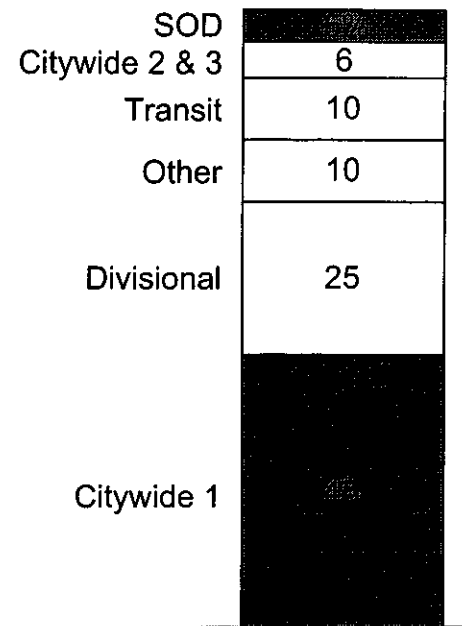
Percent, number of respondents

*Type of radio used on 9/11*



*Primary frequency monitored*

100% = 421



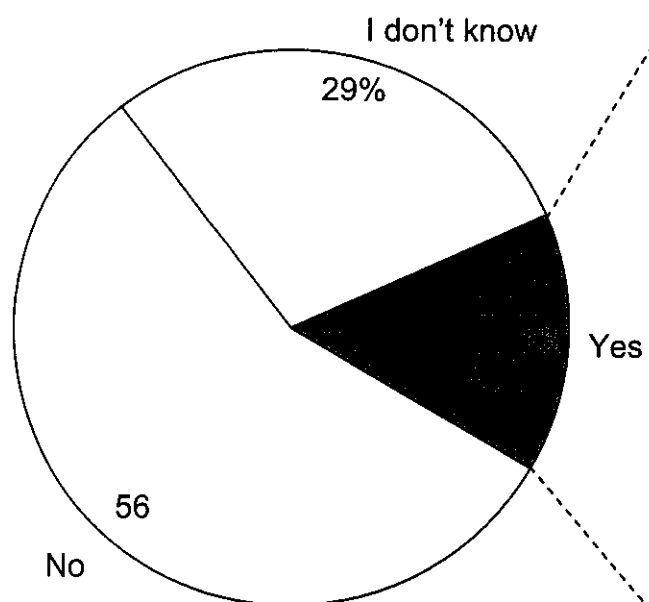
**About half  
of MOS were  
monitoring  
Citywide 1  
and SOD**

# RADIO PERFORMANCE ON 9/11

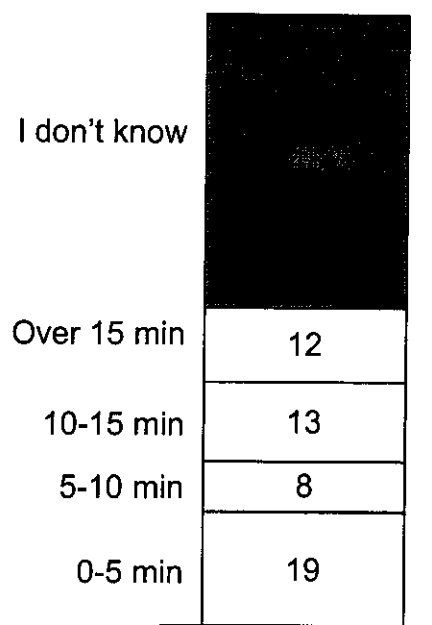
Percent, number of respondents

***"Did you experience a communications failure (dead air) on 9/11?"***

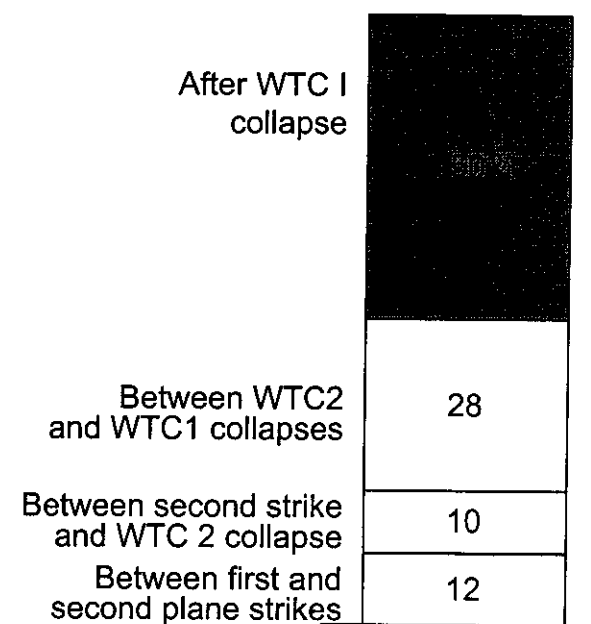
Total = 453 respondents



## Length of failure



## "When did your radio fail?"

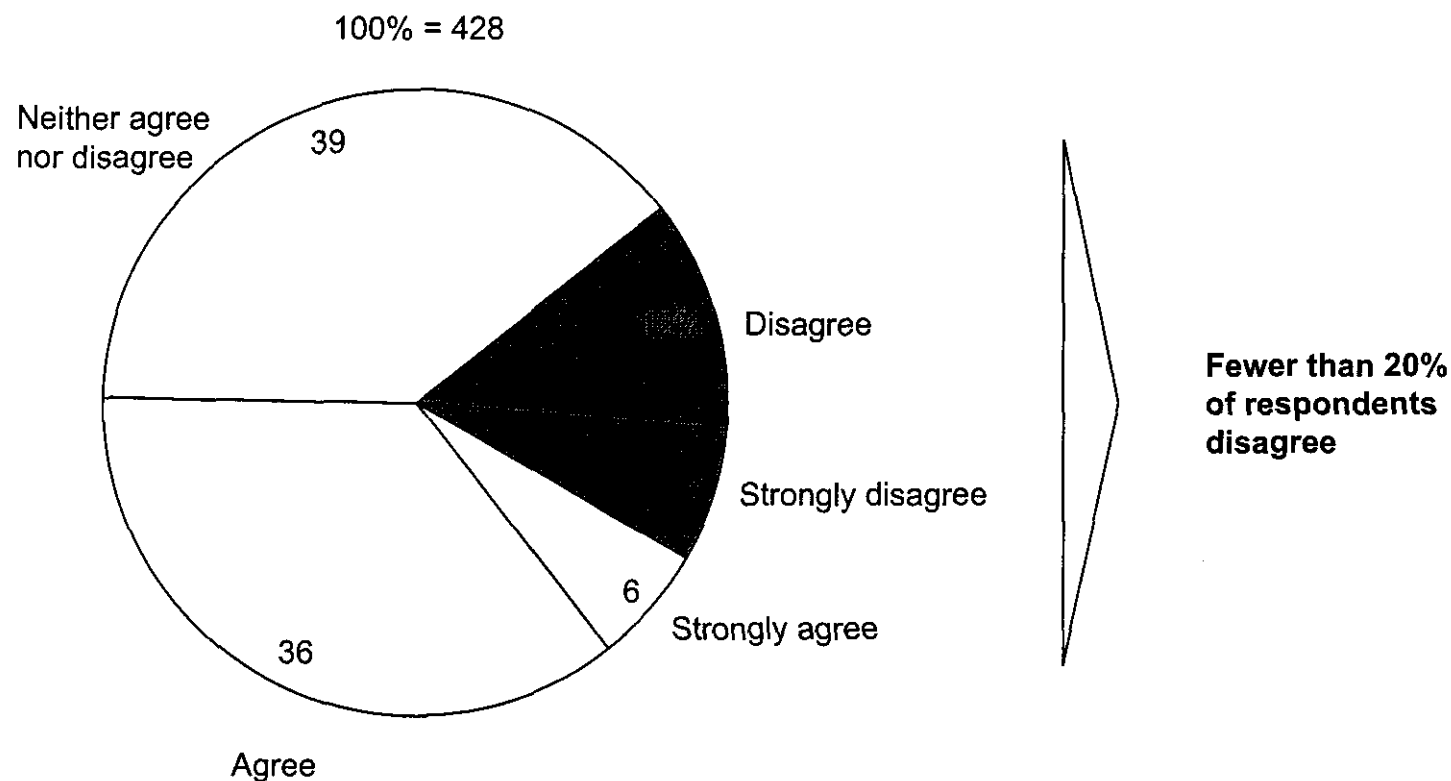




# RADIO PERFORMANCE ON 9/11 (CONTINUED)

Percent, number of respondents

*"I was able to clearly hear and decipher radio traffic on 9/11"*

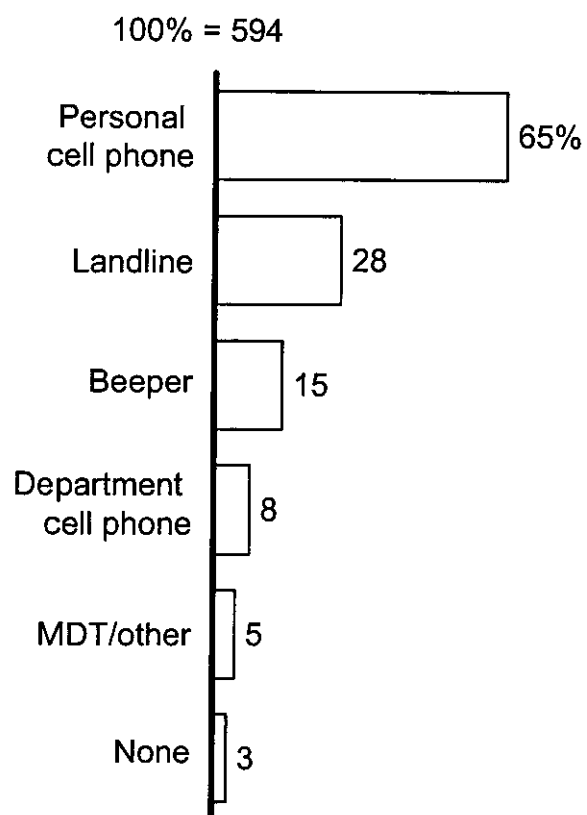


COMMUNICATIONS

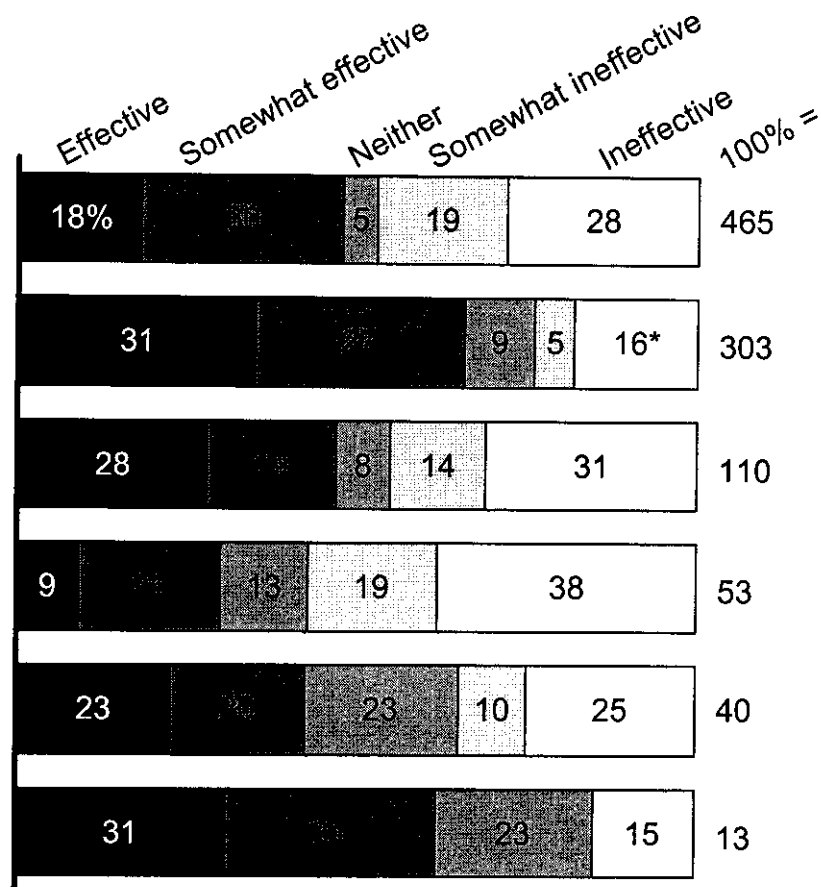
# USE AND EFFECTIVENESS OF NON-RADIO COMMUNICATIONS

Percent, number of respondents

*Non-radio communications methods  
used on 9/11*



*Effectiveness of non-radio methods*



\*First responders = 83%

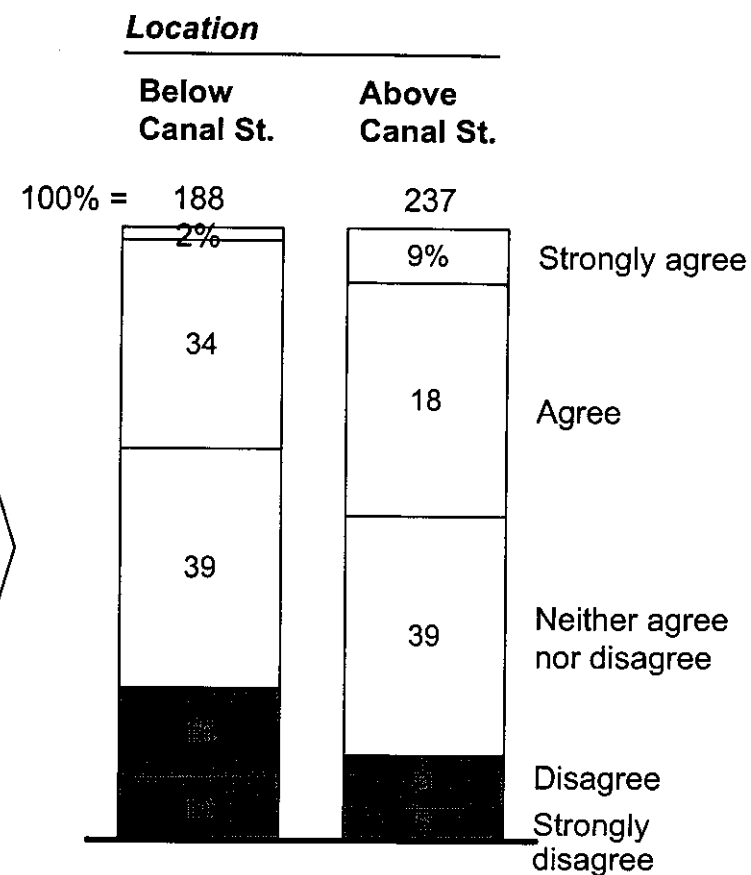
Source: NYPD Field Survey

# ABILITY TO CLEARLY HEAR AND DECIPHER RADIO TRAFFIC ON 9/11 BY FREQUENCY AND LOCATION

Percent, number of respondents

## Frequency breakdown

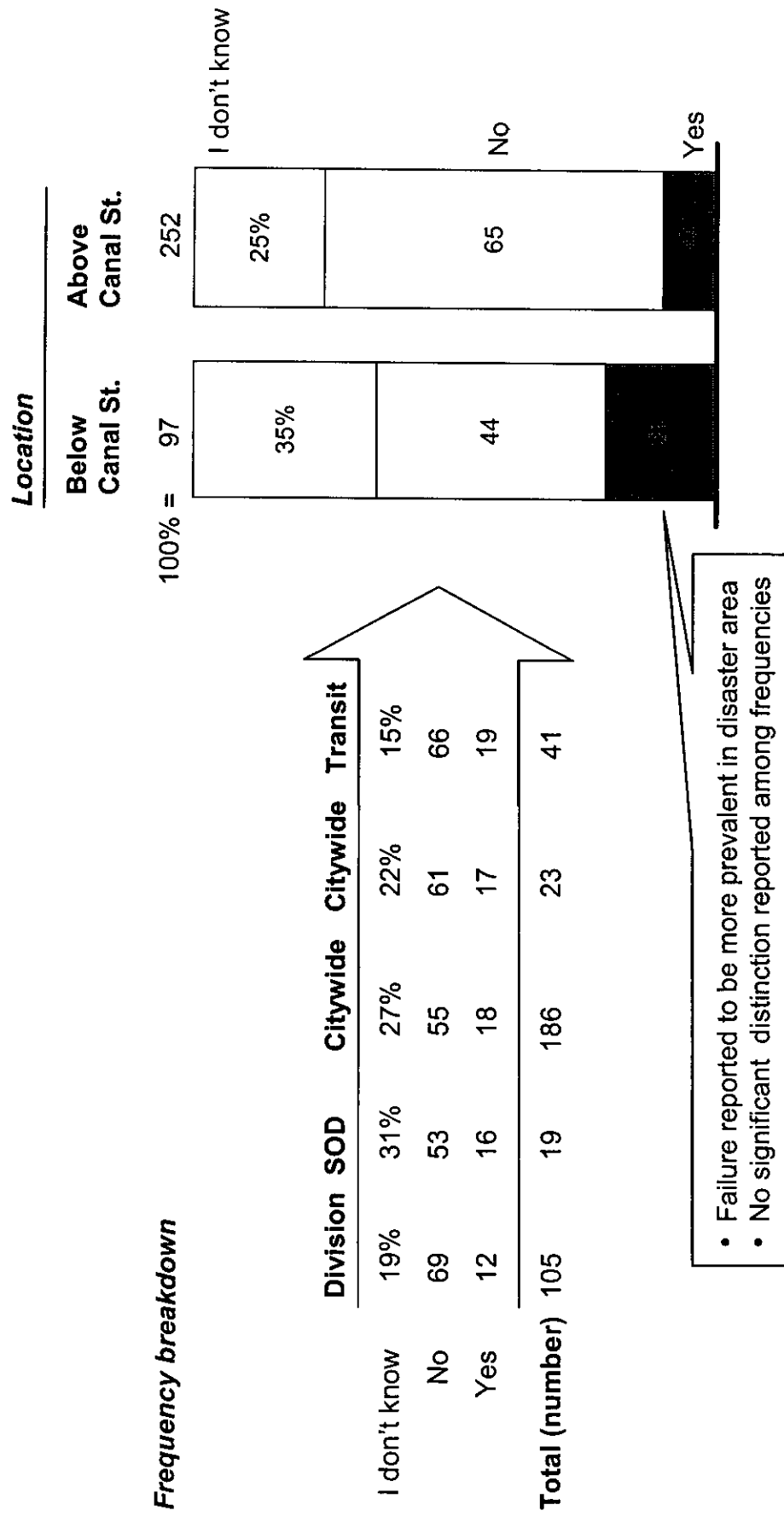
	Division	SOD	Citywide 1	Citywide 2&3	Transit
Strongly agree	11%	5%	7%	0%	0%
Agree	45	42	37	32	40
Neither agree or disagree	31	26	35	50	40
Disagree	8	22	14	14	10
Strongly disagree	5	5	7	4	10
Total (number)	102	19	180	22	40



## RADIO FAILURE BY FREQUENCY AND LOCATION

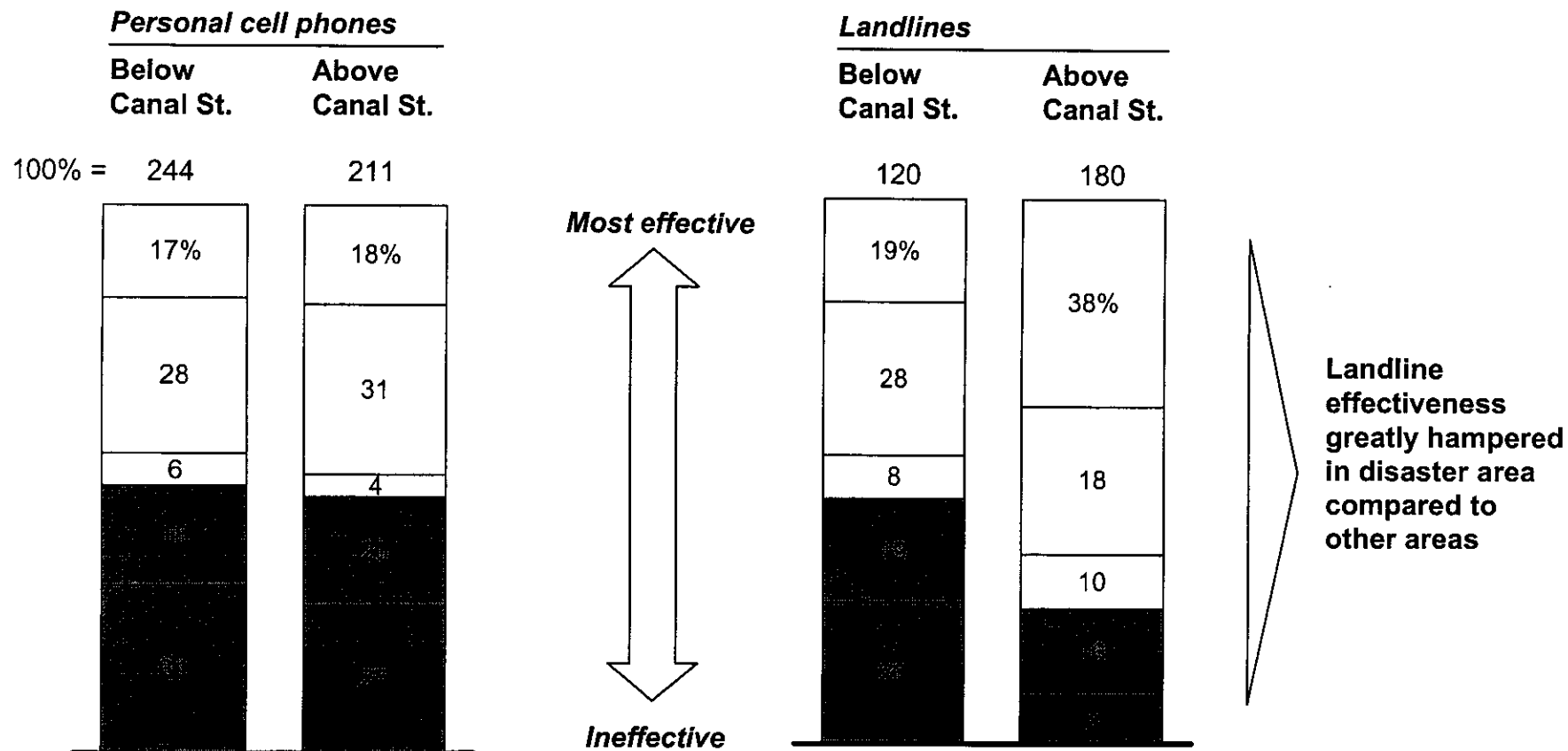
Percent, number of respondents

## COMMUNICATIONS



# COMMUNICATIONS EQUIPMENT EFFECTIVENESS BY LOCATION

Percent, number of respondents



Note: Survey asked respondents to rank effectiveness on a 1-5 scale, with 1 being most effective and 5 being least effective

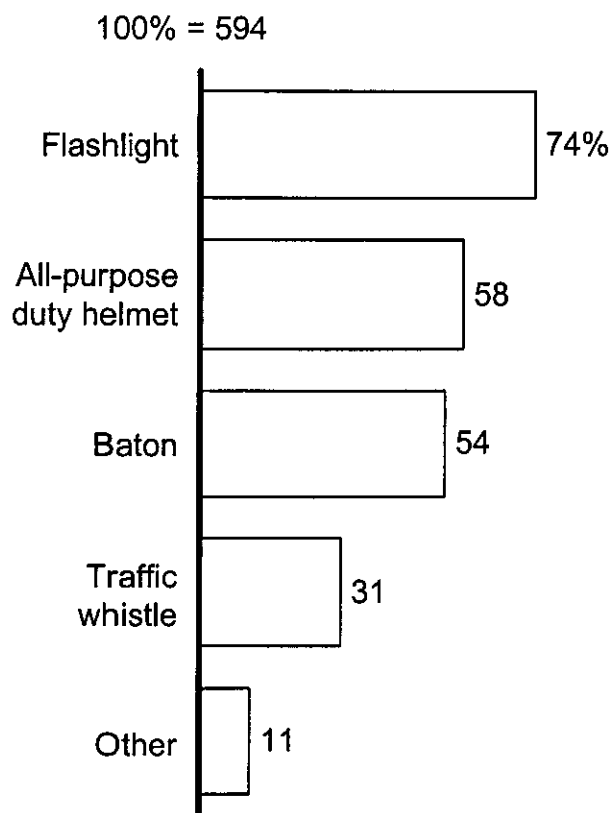
Source: NYPD Field Survey

# ARRIVING WITH REQUIRED EQUIPMENT

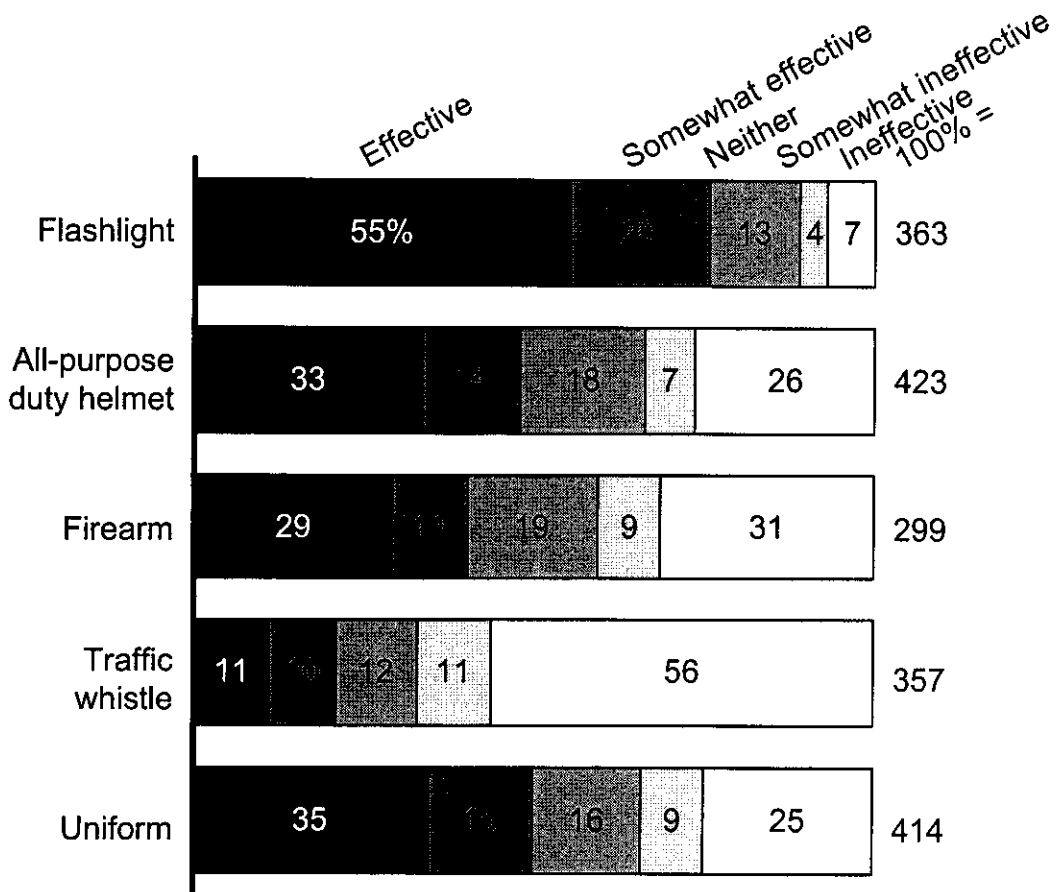
Percent, number of respondents

EQUIPMENT

*What responders had on their person on 9/11*

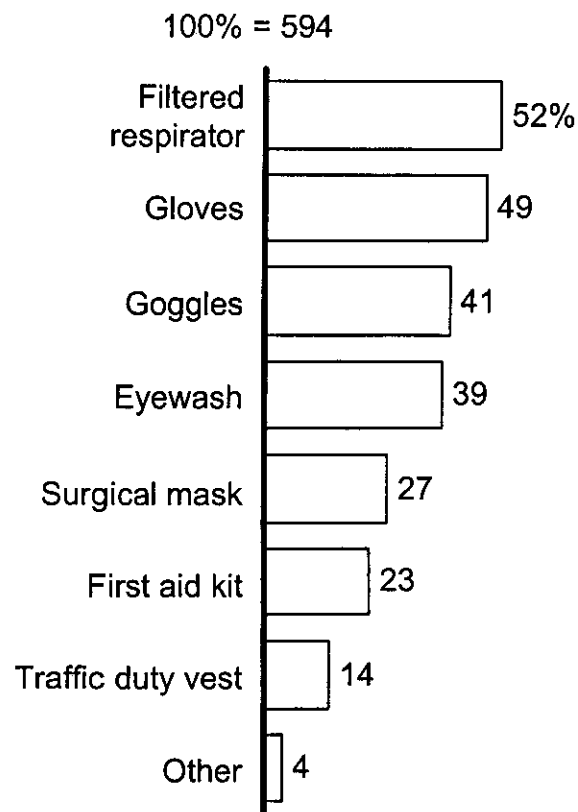
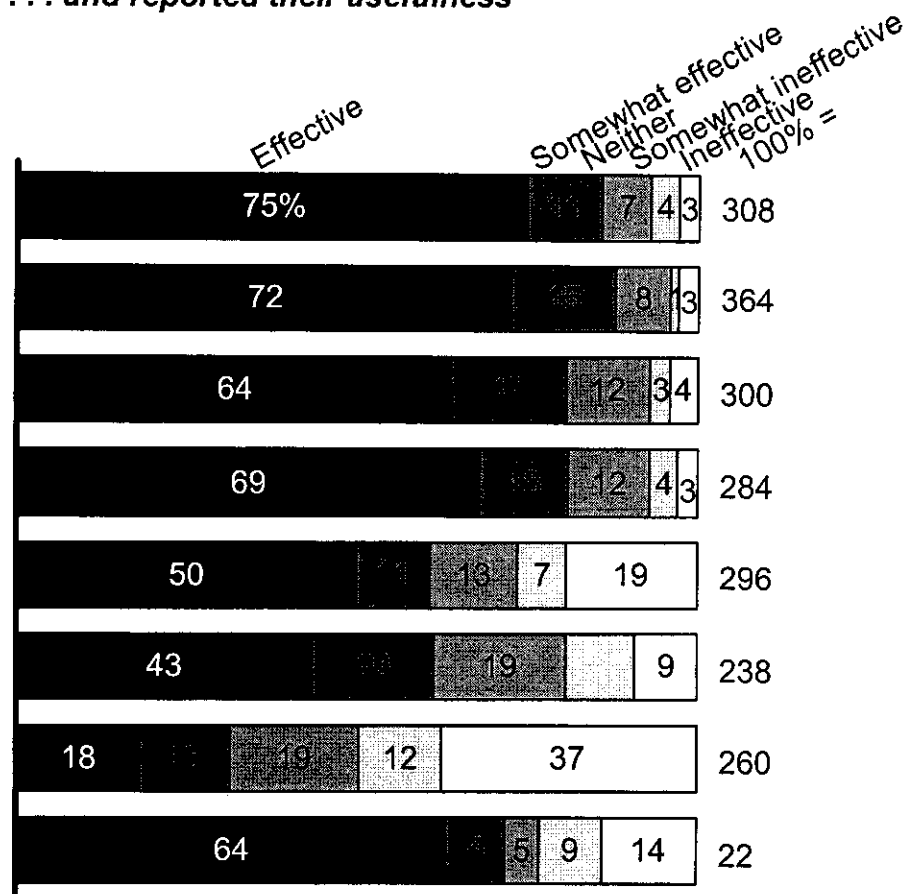


*Usefulness of equipment*



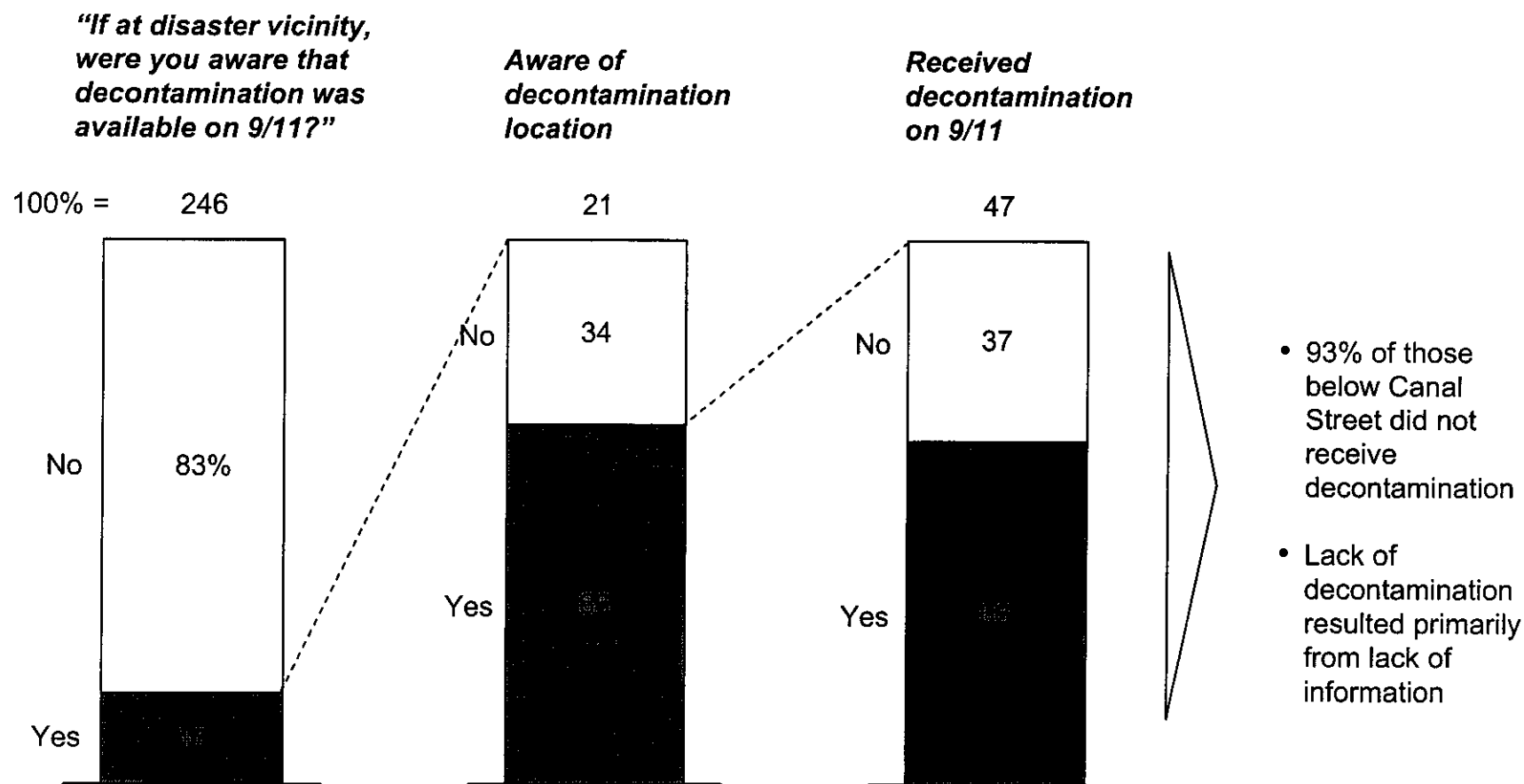
EQUIPMENT**ADDITIONAL NEEDED EQUIPMENT**

Percent, number of respondents

*Respondents said they needed the following . . .**. . . and reported their usefulness*

# DECONTAMINATION EQUIPMENT

Percent, number of respondents

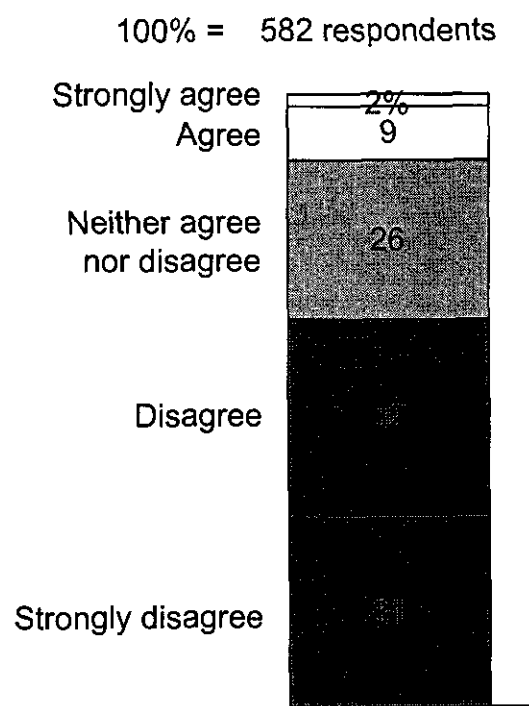




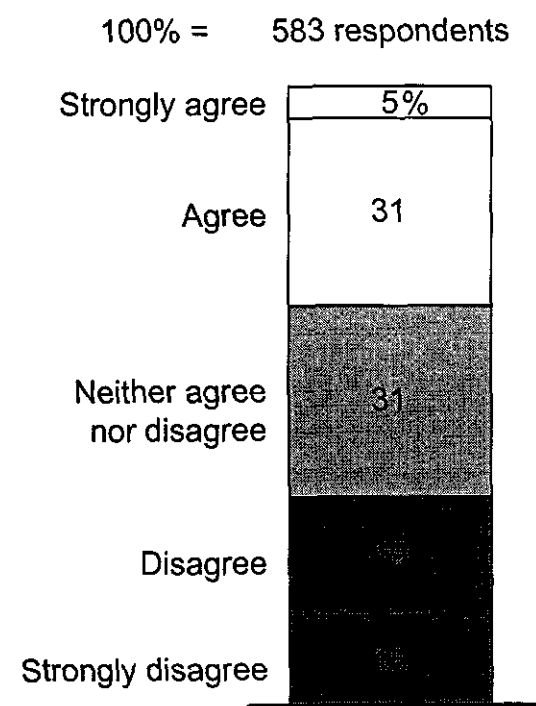
**CONFIDENCE IN EQUIPMENT**

Percent, number of respondents

***"I feel confident that the Department  
requires me to carry the right type of  
equipment to deal with a large disaster"***

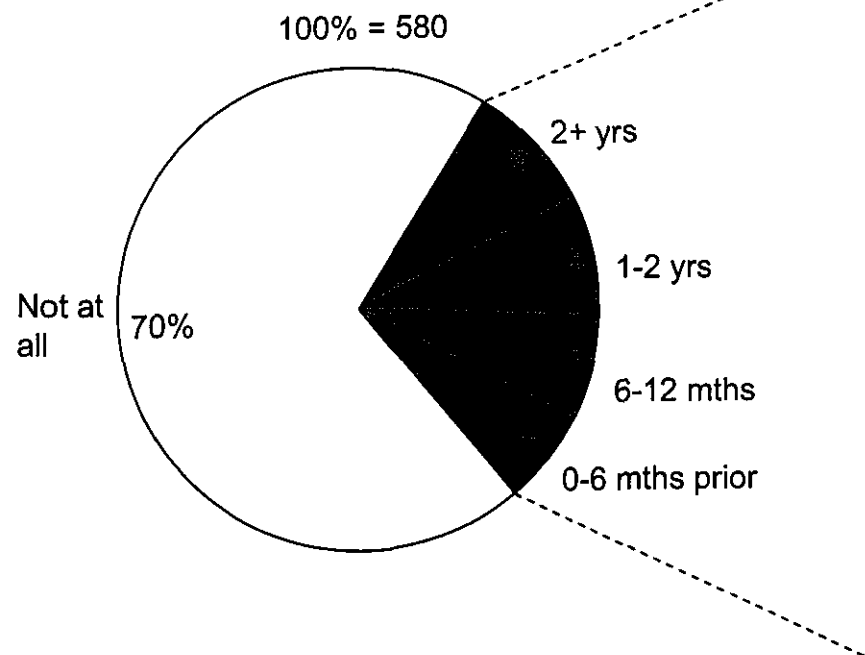


***"I feel confident that my equipment  
will function properly in an emergency"***



**BIO/CHEM/NUCLEAR TRAINING**

Percent, number of respondents

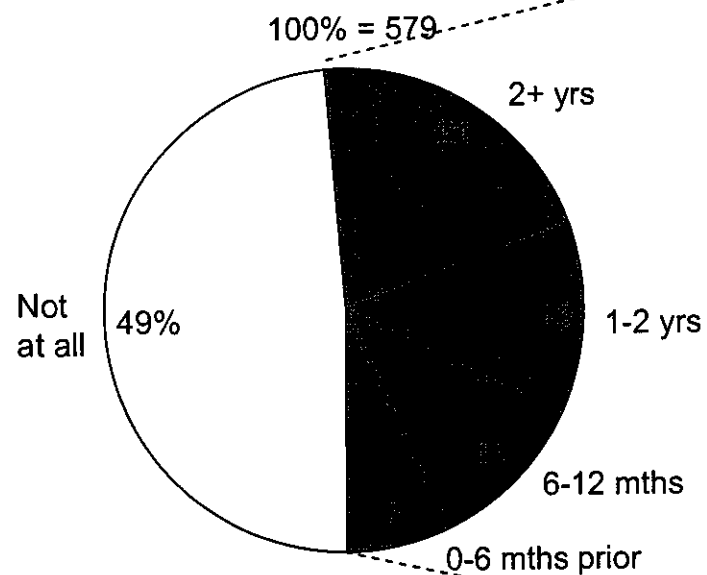
*Frequency of training**Usefulness of training*

100% =	138
Very useful	12%
Useful	20
Somewhat useful	25
Not very useful	18
Not useful at all	26

# HAZARDOUS MATERIALS TRAINING

Percent, number of respondents

*Frequency of training*



*Usefulness of training*

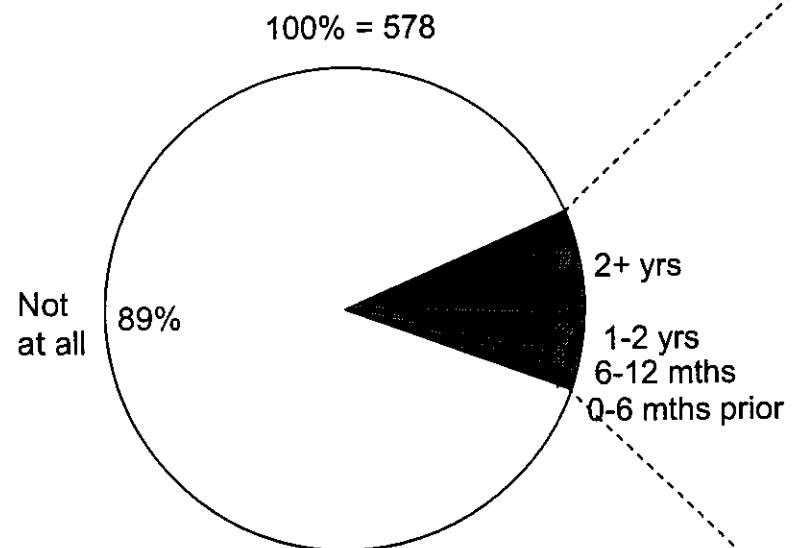
100% = 138

Very useful	8%
Useful	18
Somewhat useful	23
Not very useful	21
Not useful at all	30

# BUILDING COLLAPSE TRAINING

Percent, number of respondents

*Frequency of training*



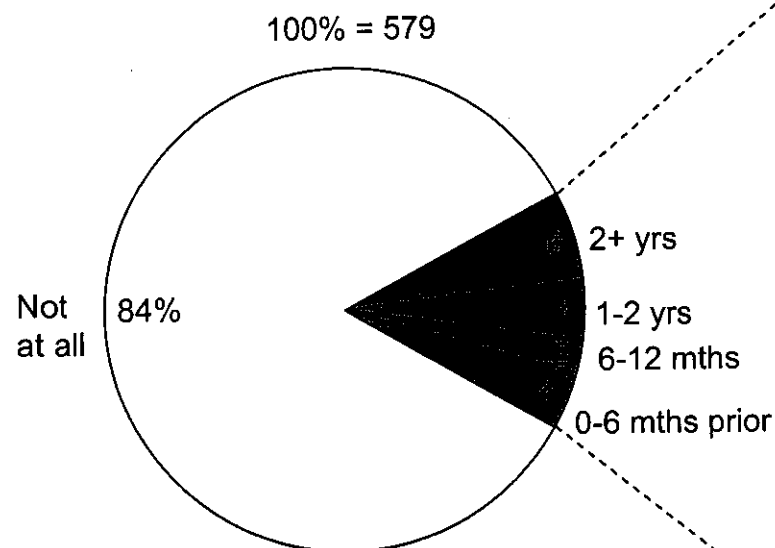
*Usefulness of training*

100% =	138
Very useful	11
Useful	11
Somewhat useful	31
Not very useful	26
Not useful at all	20

# COUNTER TERRORISM TRAINING

Percent, number of respondents

*Frequency of training*



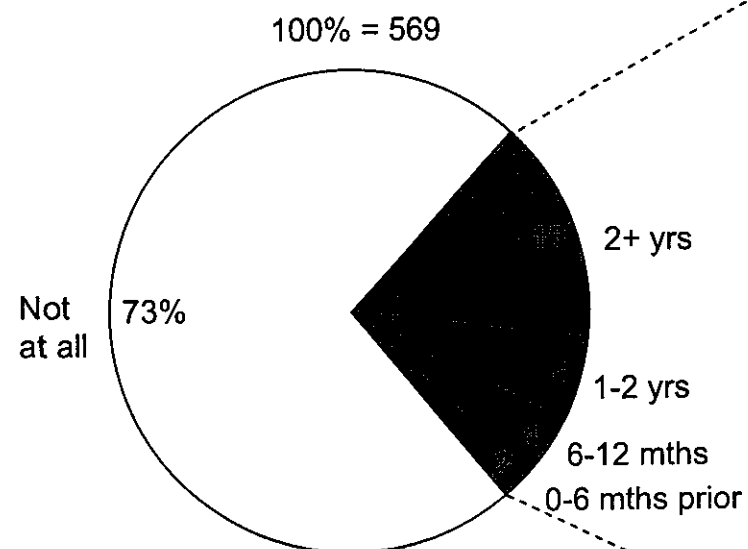
*Usefulness of training*

100% =	138
Very useful	12
Useful	6
Somewhat useful	33
Not very useful	24
Not useful at all	24

# FIRE RESCUE/EVACUATION TRAINING

Percent, number of respondents

*Frequency of training*



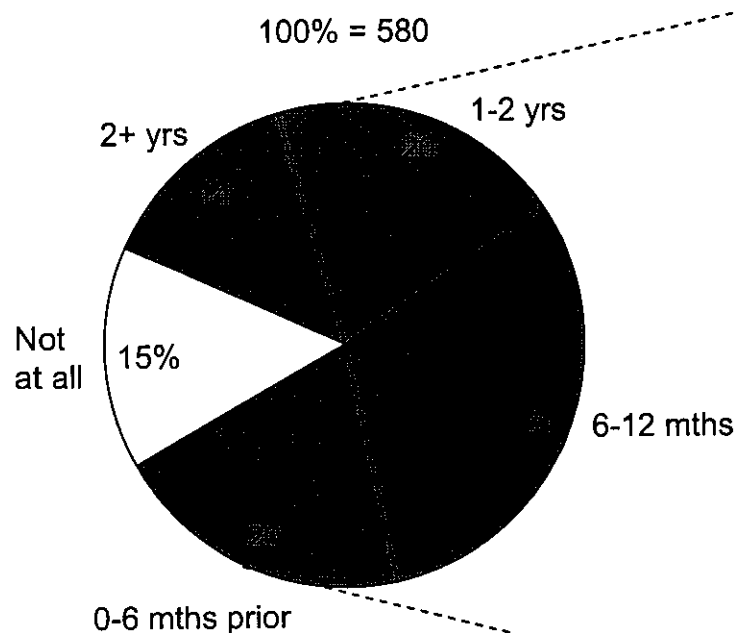
*Usefulness of training*

100% =	114
Very useful	14
Useful	9
Somewhat useful	32
Not very useful	19
Not useful at all	26

# MOBILIZATION PROCEDURES TRAINING

Percent, number of respondents

*Frequency of training*



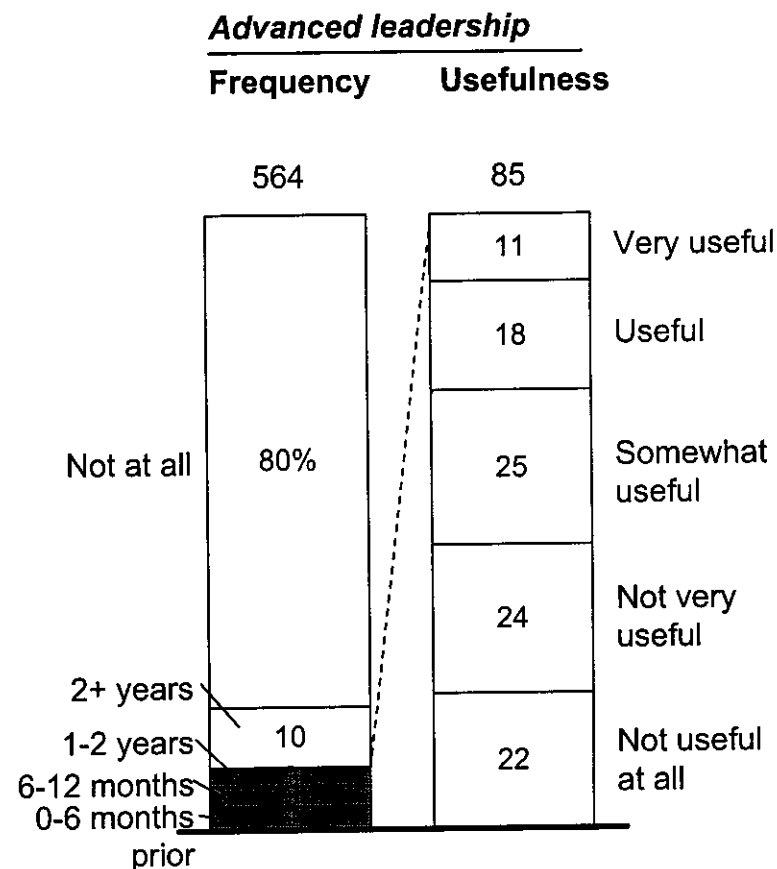
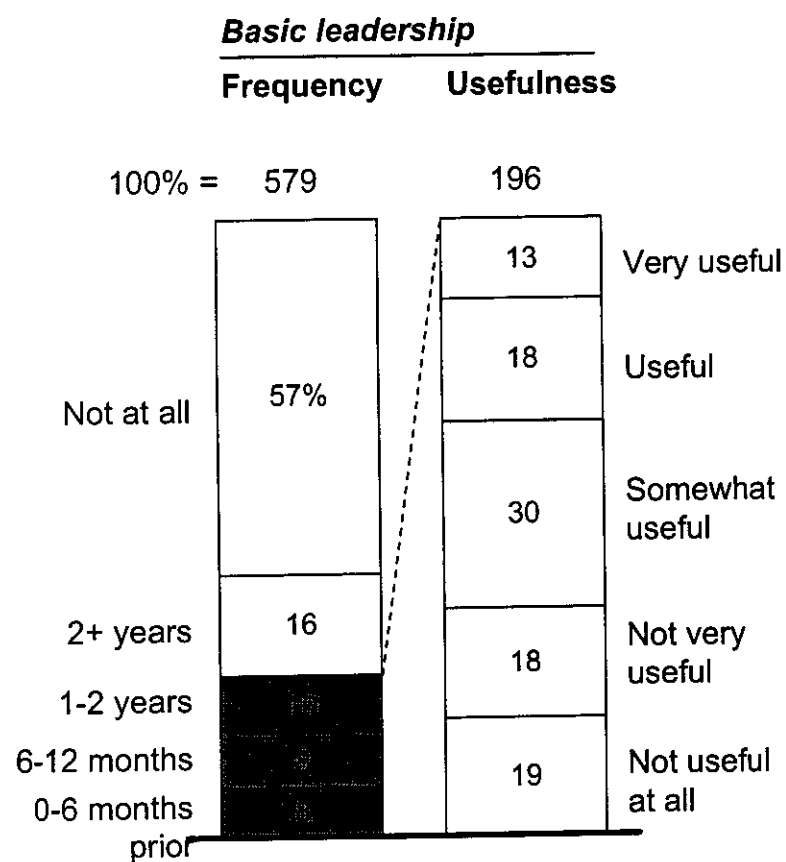
*Usefulness of training*

100% = 356

Very useful	12
Useful	16
Somewhat useful	28
Not very useful	18
Not useful at all	26

# TRAINING PRIOR TO 9/11

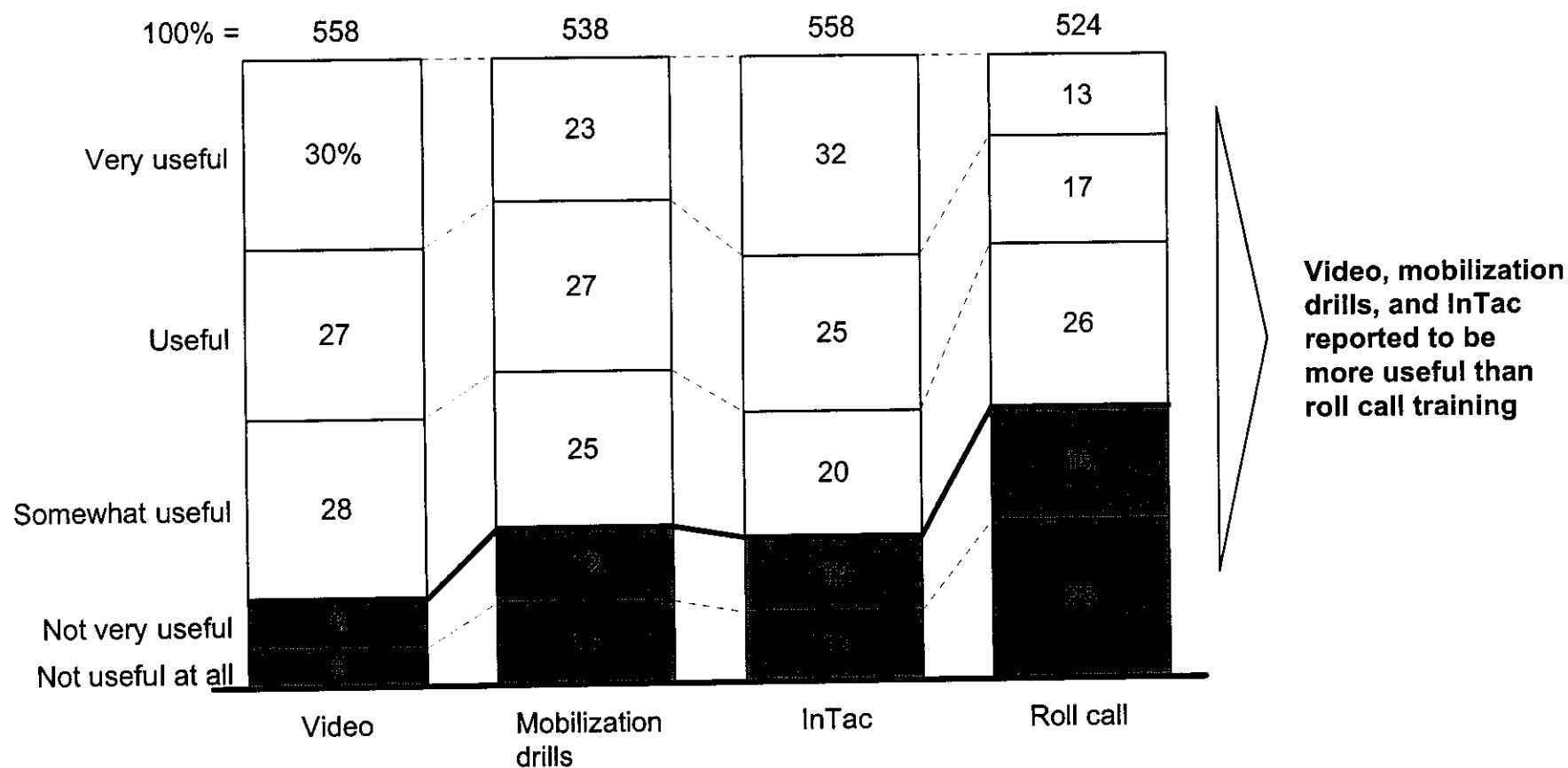
Percent, number of respondents





# TRAINING FORMAT EFFECTIVENESS

Percent, number of respondents



# OPINIONS ABOUT PLANNING

Percent, number of respondents

*"I feel/felt confident that NYPD developed adequate and acceptable plans to respond to emergencies"*

100% =	586	574
Strongly agree	3%	2
Agree	24	18
Neither agree nor disagree	33	37
Disagree	24	21
Strongly disagree	16	16
	Prior to 9/11	As of 05/02

*"I clearly know/knew my role and responsibilities during an emergency, and received appropriate training to carry them out"*

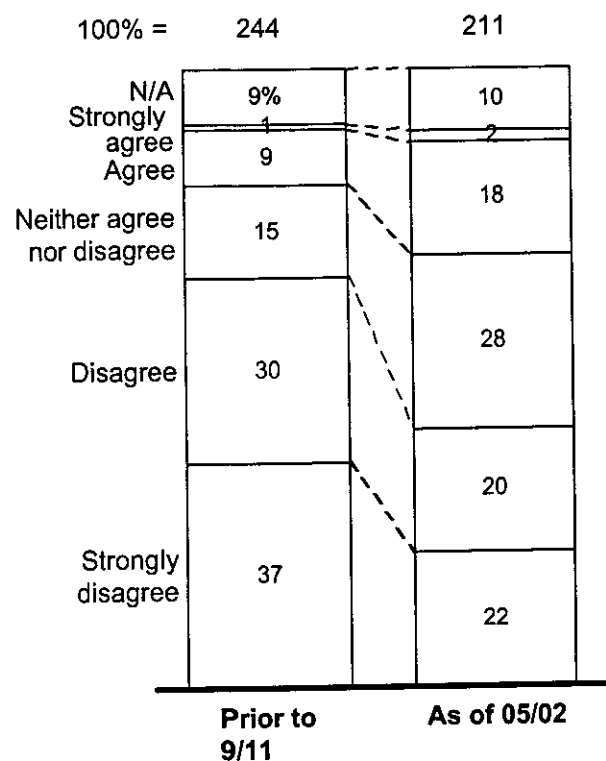
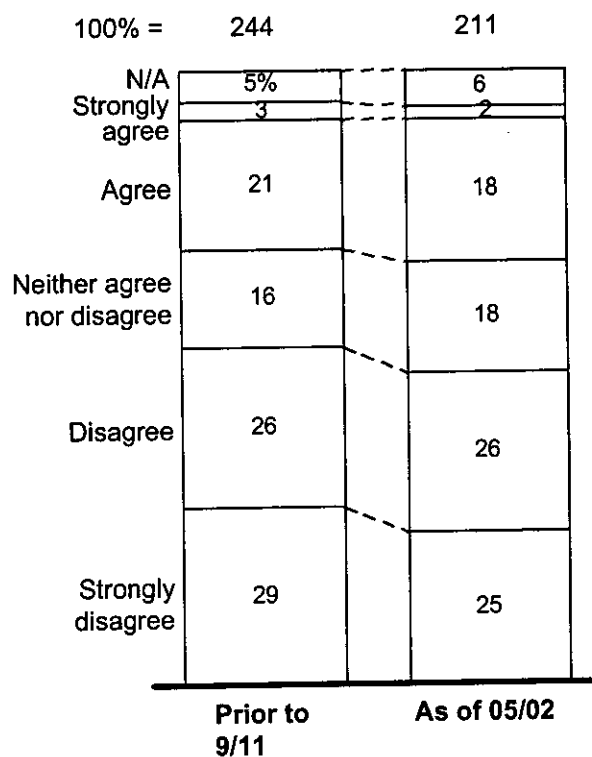
100% =	585	567
Strongly agree	2%	2
Agree	22	18
Neither agree nor disagree	30	32
Disagree	28	29
Strongly disagree	18	17
	Prior to 9/11	As of 05/02

*"I am/was knowledgeable of off-duty mobilization procedures"*

100% =	586	569
Strongly agree	6%	7
Agree	35	38
Neither agree nor disagree	19	16
Disagree	24	25
Strongly disagree	16	14
	Prior to 9/11	As of 05/02

**OPINIONS ABOUT PLANNING (CONTINUED)**

Percent, number of respondents

*"I am/was familiar with and received training regarding my precinct's Disaster Plans"**"I am/was aware of the pre-assigned mobilization points and staging areas within my command"**"I feel/felt my precinct's Disaster Plans are/were adequate and covered all sensitive locations in our jurisdiction"*